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9
10 **UNITED STATES BANKRUPTCY COURT**
11 **EASTERN DISTRICT OF CALIFORNIA**
12 **FRESNO DIVISION**

13
14 In re:) Case No. 16-10015-A-9
15)
16 Southern Inyo Healthcare District) Chapter 9
17)
18) **24th REPORT OF THE**
19) **PATIENT CARE OMBUDSMAN**
20)
21 Debtor.)
22) (No Hearing Required)

23
24 Pursuant to the order directing the appointment of a Patient
25 Care Ombudsman entered by this court on February 17, 2016, Tracy
26 Hope Davis, the United States Trustee, duly appointed Joseph
27 Rodrigues, the California State Long-Term Care Ombudsman, as the
28 Patient Care Ombudsman in this case.

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30 In compliance with the notice of appointment, the Patient Care
31 Ombudsman is submitting his 24th report, covering the period
32 October 16, 2019 to December 5, 2019.

33
34 Respectfully submitted,

35
36 /s/Joseph Rodrigues
37 Joseph Rodrigues
38 State Long-Term Care Ombudsman

24th REPORT OF THE PATIENT CARE OMBUDSMAN

Eastern Sierra Area Agency on Aging is the designated Long-Term Care (LTC) Ombudsman Program for Inyo and Mono Counties and is the local representative of the Office of the State LTC Ombudsman. As mandated by the federal Older Americans Act (42 U.S.C. 3058g), LTC Ombudsman representatives identify, investigate and resolve complaints that are made by, or on behalf of residents of LTC facilities that relate to action, inaction or decisions that may adversely affect the health, safety, welfare or rights of residents. Paulette Erwin is the local Ombudsman representatives assigned to this facility.

Southern Inyo Hospital District is located at 501 E. Locust Street, Lone Pine, California. The California Department of Public Health (CDPH), Licensing and Certification Division, licenses this facility as a Skilled Nursing Facility (SNF). SNFs provide housing, meals, medical care, personal care, social services, and social activities to people who have physical or behavioral conditions that prevent them from living alone.

The following information describes the number of visits made to the facility (complaint and non-complaint related), observations about privacy, food, the general status of the residents, any

1 complaints made by or on behalf of residents to the LTC Ombudsman
2 Program, and any changes in the census of the facility.
3

4 The licensed capacity of the facility is 33, with a current
5 occupancy of 25. There is no noted significant change in resident
6 mix, such as the admission of different client groups, younger
7 residents, etc.
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9
10 The local Ombudsman Program has not received any concerns
11 involving vendors, utilities, or external support factors that may
12 impact resident care.
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14
15 The local Ombudsman Program has conducted six visits during
16 this reporting period. During these visits, the Ombudsman
17 representative noted the facility appeared to be clean with no
18 overwhelming odors. The temperature in the facility was comfortable
19 for residents. The staff was visible and actively assisting
20 residents. Residents appeared well-groomed and comfortable.
21

22
23 The local Ombudsman representative received a total of four
24 cases and four complaints. The complaints during this reporting
25 period include the following:
26

27 A complaint related to the safety of the vehicle being used to
28

1 transport residents to medical appointments. Upon receiving this
2 complaint, the Ombudsman representative met with several residents
3 to discuss their concerns. The Ombudsman representative spoke with
4 the Director of Nursing, Michael Floyd, regarding the safety of the
5 facility owned vehicle that is being used to transport residents.
6
7 Per Director of Maintenance Jeff Sheffield, the vehicle received a
8 new exhaust system and new tires. The vehicle also received a
9 complete inspection and routine maintenance was performed. The
10 residents were satisfied with the outcome of this complaint.

12 A complaint related to the infection control practices and
13 policies of the facility. The Ombudsman representative spoke with
14 the Hospital Director of Nursing, Shannon Jimerson. Ms. Jimerson
15 took immediate action to ensure the facility was practicing
16 strategies to prevent and control the spread of infections.

19 A complaint related to a staff member not treating a resident
20 with dignity and respect. The Ombudsman representative spoke with
21 the Hospital Director of Nursing, Shannon Jimerson. Ms. Jimerson
22 took steps to ensure the residents individual needs and preferences
23 were accommodated. The Ombudsman representative assisted the
24 resident with scheduling a care conference and attended it with the
25 resident. The resident was satisfied with the outcome of this
27 complaint.

1 A complaint related to lost personal property. The Ombudsman
2 representative met with the resident, but she was unable to provide
3 consent to investigate the complaint. The Ombudsman representative
4 spoke to the resident's daughter, who has the durable power of
5 attorney for health care. The Ombudsman representative spoke with
6 the Social Services Director, Stacy Young, about the facility's
7 theft and loss policy. Ms. Young scheduled an optometrist
8 appointment for the resident and agreed the facility would pay for
9 the replacement glasses.

12 The Patient Care Ombudsman has no recommendations for the court
13 at this time.

16 December 6, 2019

15 /s/Joseph Rodrigues
16 Joseph Rodrigues
17 State Long-Term Care Ombudsman